

Consumer Protection Mortgage Complaint Form

Tom Miller
 Attorney General of Iowa
 Phone: 515-281-5926
 Fax: 515-281-6771
 888-777-4590 (toll free, outside of Des Moines)

Consumer Protection Division
 1305 East Walnut
 Des Moines, Iowa 50319
 Email: consumer@iowa.gov
www.iowaAttorneyGeneral.gov

Instructions:

1. Please print or type. Answer all questions fully and correctly.
2. Please mail **copies** of all documents that may relate to your complaint claim (contracts, workout agreements, correspondence, proof of payment, etc.).
3. Return the information to the Consumer Protection Division (address above).
4. You may also file a complaint online. Be sure to include copies of all relevant documents.
5. **PLEASE NOTE: Important "Open Records" information on page 2 of this form.**

YOUR NAME AND ADDRESS:		NAME OF BANK/LENDER/BROKER COMPLAINT IS AGAINST:	
<input type="checkbox"/> Mr.	<input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms.	Age:
Name:		Name:	
Address:		Address:	
City, State, Zip Code:		City:	
Primary Phone Number:		State, Zip Code:	
Email Address:		Primary Phone Number:	
		Email Address:	
Please check appropriate box if you or your spouse are an active or former duty service member or U.S. military veteran:			
<input type="checkbox"/> I am an active duty service member <input type="checkbox"/> My spouse is an active duty service member <input type="checkbox"/> I am a U.S. Veteran <input type="checkbox"/> My spouse is a U.S. Veteran			
Mortgage Loan Number(s):		Principal Balance: \$	
Due Date of Loan:		Last Paid Date:	Amount Paid: \$
Interest Rate:	<input type="checkbox"/> Adjustable <input type="checkbox"/> Fixed	Monthly Payment Amount: \$	
Are property taxes and/or insurance included in the monthly payment? <input type="checkbox"/> Yes <input type="checkbox"/> No // <input type="checkbox"/> Taxes <input type="checkbox"/> Insurance <input type="checkbox"/> Both			
Have you contacted Iowa Mortgage Help Hotline? <input type="checkbox"/> Yes <input type="checkbox"/> No		IMS contact name:	
Have you contacted the bank/lender/broker? <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you represented by an attorney? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name:	Date Contacted:	Name:	Date Contacted:
What do you think should be done to resolve your complaint fairly?			

[illegible]

I understand that the Attorney General's Office is not my private attorney but represents the State of Iowa in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

My signature below will serve as my authorization for the bank/lender/broker (respondent) to divulge information about my mortgage loan to the Iowa Attorney General's Office and their representatives.

Signature_____ **Date**_____

I understand that the Attorney General's Office is not my private attorney but represents the State of Iowa in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

My signature below will serve as my authorization for the bank/lender/broker (respondent) to divulge information about my mortgage loan to the Iowa Attorney General's Office and their representatives.

Signature_____ **Date**_____

I understand that the Attorney General's Office is not my private attorney but represents the State of Iowa in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

My signature below will serve as my authorization for the bank/lender/broker (respondent) to divulge information about my mortgage loan to the Iowa Attorney General's Office and their representatives.

Signature_____ **Date**_____

Note: Complaints are Open Records
Under Iowa law, complaint forms or letters generally are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against.

Please contact the Consumer Protection Division if you have questions about the "open records" law.

Note: Complaints are Open Records
Under Iowa law, complaint forms or letters generally are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against.

Please contact the Consumer Protection Division if you have questions about the "open records" law.

Note: Complaints are Open Records
Under Iowa law, complaint forms or letters generally are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against.

Please contact the Consumer Protection Division if you have questions about the "open records" law.